

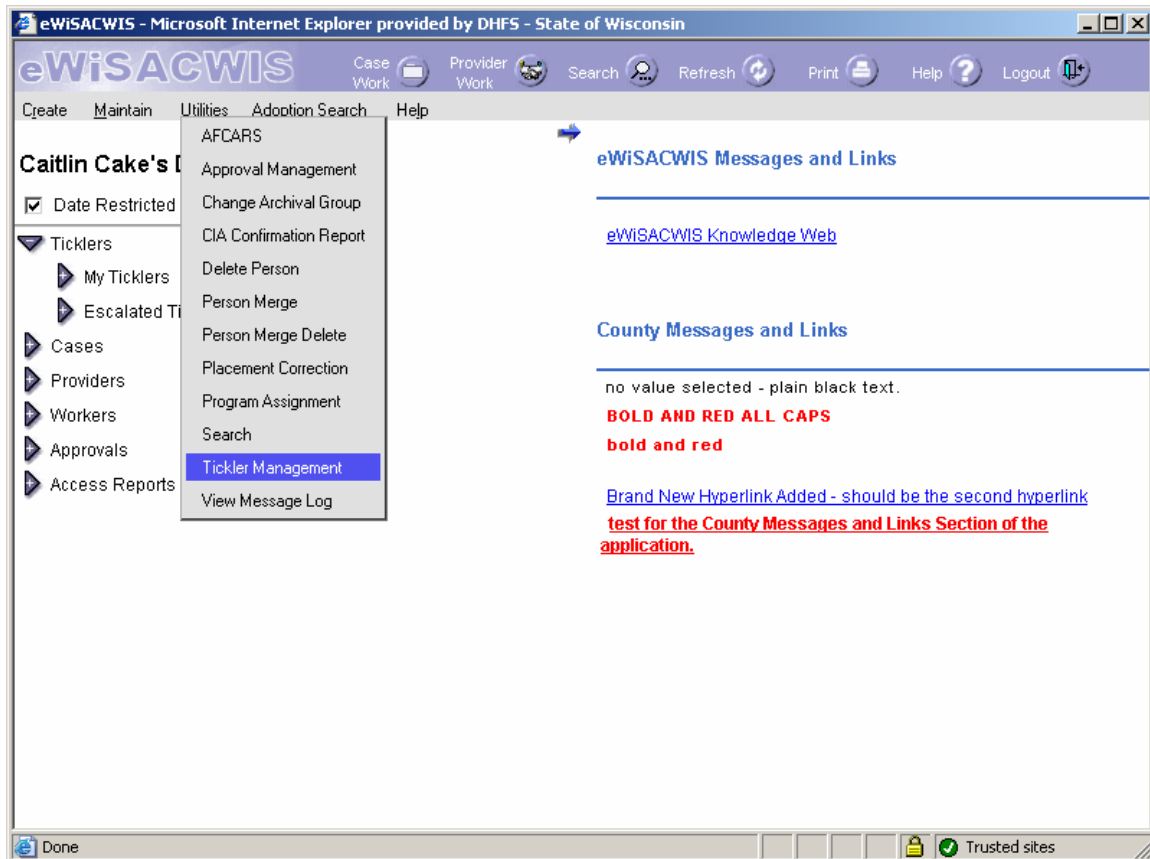
## Tickler Management – Supervisor

### Background

The Tickler Management page allows supervisors to reassign or delete ticklers for cases/providers assigned to their workers. The Tickler Management page displays defaulting to the Tickler Reassignment view. To reassign a tickler, the Supervisor must select a worker from the Worker drop-down field and then select the case or provider, which has the tickler to be reassigned, from the Case/Provider drop-down field. All ticklers for the specific case/provider that are available for reassignment display.

To delete a tickler, the Supervisor must select the Tickler Deletion radio button to access the Tickler Deletion view. When using the Tickler Deletion view, the Supervisor must select the worker from the Worker drop-down field. All ticklers for the specific case/provider that are available for deletion display.

To access the Tickler Management Page, select Utilities > Tickler Management.



## Tickler Reassignment

1. When the page opens, it will default to the Tickler Reassignment view. Select the worker from the worker drop down menu

Tickler Management - Microsoft Internet Explorer provided by DHFS - State of Wisconsin

eWISACWIS

Print Spell Check Help

**Tickler Activity**

☒ Tickler Reassignment  
☐ Tickler Deletion

**Tickler Reassignment**

Date Due	Participant	Type	Tickle
----------	-------------	------	--------

Worker: [Dropdown Menu]

Case/Provider: [Dropdown Menu]

Save Close

Done Trusted sites

2. Select the Case/Provider in the Tickler Activity group box. Once the Case/Provider is selected, the ticklers will populate in the Tickler Reassignment group box for that worker. The Tickler Reassignment group box will display the date the tickler is due, the case name and case number, the type of tickler, who the tickler is currently assigned to. The 'Reassign Tickler To' will only display workers that are currently assigned to the case. Select which ticklers and who should get reassigned to the ticklers. Select Save.

**Tickler Activity**

☒ Tickler Reassignment      Worker:

☐ Tickler Deletion      Case/Provider:

**Tickler Reassignment**

Date Due	Participant	Type	Tickler Assigned To	Reassign Tickler To
03/31/2006	Young, John (9221119)	30-day Rate Setting	Cake, Caitlin - Medicaid Certification	<input type="text" value="Fox, Frank"/>
09/01/2006	Young, John (9221119)	Permanency Plan Review (6 months)	Cake, Caitlin - Medicaid Certification	<input type="text" value="Fox, Frank"/>
03/01/2007	Young, John (9221119)	Permanency Plan Hearing (annual)	Cake, Caitlin - Medicaid Certification	<input type="text" value="Fox, Frank"/>
06/13/2005	Young, Maryanne (9221120)	30-day Rate Setting	Cake, Caitlin - Medicaid Certification	<input type="text" value="Banana, Brendt"/>
06/13/2005	Young, Maryanne (9221120)	Permanency Plan Due	Cake, Caitlin - Medicaid Certification	<input type="text" value="Fox, Frank"/>
07/01/2005	Young, Maryanne (9221120)	Permanency Plan Review (6 months)	Cake, Caitlin - Medicaid Certification	<input type="text" value=""/>
01/01/2006	Young, Maryanne (9221120)	Permanency Plan Hearing (annual)	Cake, Caitlin - Medicaid Certification	<input type="text" value=""/>
01/31/2006	Young, Maryanne (9221120)	Title IV-E Eligibility Redet Due	Fun, Fawn - Medicaid Certification	<input type="text" value=""/>

3. The following message will appear. Select yes.

**eWiSACWIS -- Web Page Dialog**

**The selected ticklers will be reassigned and the associated escalated ticklers will be deleted. Are you sure you want to do this?**

4. Notice, the first three ticklers have now been reassigned to Frank Fox from Caitlin Cake.
5. Now, let's go onto Tickler Deletion by selecting the Tickler Deletion radio button from the Tickler Activity group box.

Tickler Management - Microsoft Internet Explorer provided by DHFS - State of Wisconsin

eWISACWIS

Print Spell Check Help

**Tickler Activity**

☒ Tickler Reassignment
 ☐ Tickler Deletion

Worker: 
 Case/Provider:

**Tickler Reassignment**

Date Due	Participant	Type	Tickler Assigned To	Reassign Tickler To
03/31/2006	Young, John (9221119)	30-day Rate Setting	Fox, Frank - Medicaid Certification	<input type="text"/>
09/01/2006	Young, John (9221119)	Permanency Plan Review (6 months)	Fox, Frank - Medicaid Certification	<input type="text"/>
03/01/2007	Young, John (9221119)	Permanency Plan Hearing (annual)	Fox, Frank - Medicaid Certification	<input type="text"/>
06/13/2005	Young, Maryanne (9221120)	30-day Rate Setting	Cake, Caitlin - Medicaid Certification	<input type="text"/>
06/13/2005	Young, Maryanne (9221120)	Permanency Plan Due	Cake, Caitlin - Medicaid Certification	<input type="text"/>
07/01/2005	Young, Maryanne (9221120)	Permanency Plan Review (6 months)	Cake, Caitlin - Medicaid Certification	<input type="text"/>
01/01/2006	Young, Maryanne (9221120)	Permanency Plan Hearing (annual)	Cake, Caitlin - Medicaid Certification	<input type="text"/>
01/31/2006	Young, Maryanne (9221120)	Title IV-E Eligibility Redet Due	Fun, Fawn - Medicaid Certification	<input type="text"/>

Save Close

Done Trusted sites

## Tickler Deletion

Once the Tickler Deletion radio button has been selected from the Tickler Activity group box, the page will change to Tickler Deletion mode.

1. Select the worker from the drop down values in the Tickler Activity group box. This will automatically populate the Tickler Deletion group box with all ticklers associated with the selected worker.

**Note: AFCARS Ticklers can not be deleted from Tickler Management.**

2. In the Tickler Deletion group box, select the ticklers by checking off the box to be deleted. Next to the corresponding check box is the Case/Provider Name, Participant, Due Date of the tickler and Tickler Type. Select Save.

**Tickler Activity**

☐ Tickler Reassignment      Worker: Banana, Brendt

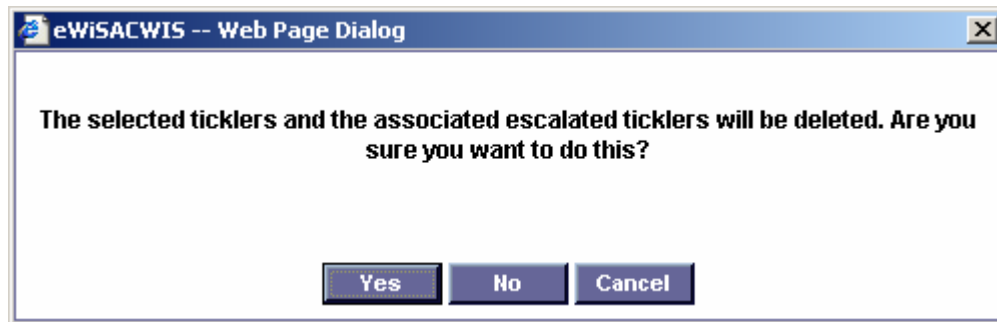
☒ Tickler Deletion

**Tickler Deletion**

Delete	Case/Provider Name	Participant	Due Date	Type
<input checked="" type="checkbox"/>	Abby, Art (9221127)		08/13/2004	Assessment Due
<input type="checkbox"/>	Chan, Joy (9221239)	Chan, Ann (9221774)	03/30/2005	Permanency Plan Review (6 months)
<input type="checkbox"/>	Chan, Joy (9221239)	Chan, Ann (9221774)	10/01/2005	Permanency Plan Hearing (annual)
<input type="checkbox"/>	Chan, Joy (9221239)	Chan, David (9221778)	04/20/2005	6-month Rate Setting
<input type="checkbox"/>	Chan, Joy (9221239)		11/21/2004	Assessment Due
<input checked="" type="checkbox"/>	Tyler, Alexandra (9221238)	Tyler, Sasha (9221750)	04/19/2005	6-month Rate Setting

**Save** **Close**

3. Below is the message that will appear after Save is selected. Select Yes.



4. The selected ticklers for Art Abby and Alexandra Tyler have been deleted. Select Close to return to the desktop.

